

Notice of References Cited	Application/Control No. 09/899,895	Applicant(s)/Patent Under Reexamination NOURBAKSH ET AL.	
	Examiner Tamara L. Graysay	Art Unit 3636	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
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FOREIGN PATENT DOCUMENTS

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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
*	U	PrimeTime F&S User's Guide, version 1.3, 1997, 1998 (157 pages)
*	V	Fukunaga, Staff scheduling for inbound call centers and customer contact centers, American Association for Artificial Intelligence, 2002 (9 pages)
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
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